The table below shows the rules that TAFI follows to pre-populate commitment times.

Table 3 Commitment Rules

IF:	THEN TAFI WILL:
Commitment time does not match Access Before	Advise you that the commitment does not match Access Before and you should resolve discrepancy and re-send the trouble (i.e., try to get the customer to provide access up to the established commitment time)
Failure Flag indicates a failure	Populate commitment with failure completion date and time. (see Section 6.7.1)
Customer is a PRIORITY customer	Populate commitment with 4 business hour commitment
Trouble is NDT, CCO, or CBC and All Phones = Y	Populate with OS commitment
Trouble is NDT, CCO, or CBC and All Phones = N	Populate commitment with AS commitment
Trouble Report is Pending with a Missed Commitment and status other than NAS, BKO, ROP, HLD, HSO, NAO +	Populate commitment with 5 minutes from current clock time, populate ASAP MA (Missed Appointment) in the Narrative and advise you to inform customer "the trouble will be cleared as soon as possible".
Trouble description code is MCAL	Populate commitment as AS commitment.

* The system does not do any weekend or holiday processing when determining 4 business hour commitment times. You must validate special weekend/holiday commitments along with ensuring the proper time zone.

+ You will learn about these codes later ... See Section 15.9 for a complete listing of IST code translations.

6.6.3 ADDITIONAL COMMITMENT INTERVALS

There are unusual situations that require different commitment intervals to be offered to the customer.

6.6.3.1 EMERGENCY COMMITMENT

Following are some special emergency cases:

Dangerous conditions that may seriously affect life or property, such as poles or cables blocking street, are emergency cases. Also, cases of serious illness, deaths, doctors on call or customers that are handicapped may be considered as emergency conditions.

⇒ **Note:** The Emergency Commitment is <u>three clock hours</u> from the time you receive the report and you tell your customer that *"we will have this problem resolved as soon as possible."*

6.6.3.2 TAFI UNAVAILABLE

There may be times when TAFI will not be available (i.e., problems with your LAN or the communications path to TAFI).

During these times, you have the option of calling a BellSouth center and manually reporting your customer's trouble or waiting until access to TAFI is restored.

6.6.3.3 LMOS DOWN

When the LMOS system is down, there are no established commitments available and you should either manually report your customer's trouble to a BellSouth center or wait until LMOS access is restored.

6.6.3.4 MISSED COMMITMENT

As discussed earlier, if we missed the original promise to the customer (and the status of the report is not one of the six IST values shown in the table on page 113), TAFI will enter the +5 (Missed Appointment) commitment which is five minutes from the time you enter the subsequent report in LMOS.

Remember, in these situations you apologize to your customer for missing the appointment and tell them that *"the trouble will be cleared as soon as possible"*.

When TAFI automatically sets the commitment time to five minutes from now, the effect is to place this trouble report on the top of the stack of reports so it will be the next one dispatched.

6.6.3.5 SPECIAL COMMITMENT

Priority Customer (those customers who's LMOS record is marked with the "PRI" flag) automatically receive a special commitment of four business hours.

6.6.4 NEGOTIATING COMMITMENTS

The commitment intervals provided by LMOS are established to provide the best estimate of repair time in a given geography at the particular time.

There are only three situations where the TAFI provided commitment may be altered:

1. The customer is reporting an Emergency situation that warrants special treatment (i.e., a doctor on call, death in the family, etc.). When these reports are taken, you can provide the 3 clock hour emergency commitment time. You must indicate in the narrative field why the commitment changed. Also, you tell your customer that *"we will have your trouble corrected As Soon As Possible"* (**and NOT the time 3 hours from now**).

2. If the customer limits access to the property (and there is a good probability that a premises visit is required ... i.e., defective jack), the commitment time must match the B window time. For example, if the offered commitment is 0600P but the customer indicates that access is limited to 5PM, then the commitment time must match this
B value or 0500P.

Do not set a commitment time greater than the last offered commitment in that geography. In most cases this is 0700P (some 0500P). For example, if the offered commitment is 0700P, do not set an access window (B time) greater than 0700P. If the customer is not available during the hours that technicians work, they must provide access to the property. (See Determining Access, Section 6.10)

3. If the customer is irate and insists upon a better commitment time, follow the chart in Section 6.6.5.

6.6.5 IRATE CUSTOMER

Most customers calling to report telephone troubles are not happy about the situation. However, with a positive attitude, understanding their needs, assuring them that trouble will be taken care of, you can often defuse an upset customer.

In some rare cases you customer will still be upset and insist upon receiving special treatment. After exhausting you best selling skills and the customer is still not satisfied, you may adjust the commitment time as follows:

IF THE CUSTOMER	THEN
OBJECTS TO AN AS COMMITMENT (normal priority)	Assure the customer that the appointment will be met and provide a positive indication that we will have the trouble resolved by the AS commitment For example: *"In many situations we can repair the problem quicker than anticipated and I'm sure we will have your problem corrected by ____"* If appropriate, remind the customer of some unusual circumstance (i.e., storm) and indicate that "... *we are working as fast as possible to restore all service in your area"*
STILL OBJECTS	Offer an out of service commitment only if it is realistic or customer now indicates being without telephone service.
OBJECTS TO OUT OF SERVICE COMMITMENT	Assure the customer that the appointment will be kept. Say something like: *"I know how difficult it is to be without service and I know that we will have your problem taken care of by ____"*
STILL OBJECTS	**Residence Customer:** If the report is taken before noon, offer 5PM today If the report is taken after noon, offer noon the next day **Business Customer:** If the report is taken before 3PM, offer 4 business hours If the report is taken after 3PM, offer noon the next day
STILL OBJECTS	Contact the BellSouth Center for assistance

Never provide a commitment time shorter than four hours (except for emergency situations that are three hours). Doing so will most likely result in a missed appointment and only further upset your customer.

6.7 PRE-POPULATED HANDLE CODES

In certain situations LMOS may pre-populate the Handle code field based upon a pre-existing condition.

6.7.1 KNOWN FAILURES

If the WMC is aware of a cable failure or office failure for specific telephone numbers, the LMOS TR (see Section 9.4) mask will be populated with an appropriate handle code (i.e., CABFAIL, OFCXXX, etc.) For these conditions, the LMOS record will contain a commitment time to clear the known failure. Trouble reports with this handle code are automatically tracked by LMOS and grouped together on dispatch.

If the trouble report is flagged with a known failure Handle code but the customer is reporting a totally unrelated trouble, the failure Handle code must be removed The TAFI flows address this event and, providing TAFI with correct responses, will cause the correct handle code be applied.

For Example: A customer calls to report a defective jack in the kitchen and there happens to be a cable failure on his line. TAFI will ask:

"Is the customer reporting a problem related to the failure? Y/N"

If you answer YES, TAFI will enter the failure commitment in the New Comm field and retain the failure Handle code.

If you answer NO, TAFI will ignore the LMOS failure indication and process this as a normal report. In this example, TAFI will enter the "JACK-IW" handle code to correctly route the field technician.

6.7.2 PENDING SERVICE ORDERS

LMOS will automatically populate the Handle field with PENDSO if there is a pending service order on the line. TAFI will recognize this condition and ask:

"Is the trouble related to the pending SO? Y/N"

If you answer this question as NO (the trouble is not related to the pending service order), TAFI will remove the PENDSO handle code and process this as a normal report

If you answer YES, TAFI will guide you the proper steps to resolve the customer's problem.

6.8 MULTIPLE TROUBLE REPORTS

What is a Multiple Trouble Report (MTR)? If a customer has multiple lines at the same physical location and the customer is reporting problems on more than one of these lines, we call this a multiple trouble report situation. Without the ability to mechanically link these trouble reports together we run the risk of dispatching multiple field technicians to the same location (one for each line that was reported in trouble). With the MTR enhancement in LMOS, accessible via TAFI, all (linked) trouble reports are Dispatched-Out to a single technician and only a single visit is made.

TAFI can process multiple trouble reports by giving the user the ability to create a Parent ticket on initial reports. The user will also have to the ability to create Child tickets that can be linked to the Parent.

⇒ **Note:** Subsequent reports cannot be made a Parent nor can they be linked to a Parent via this process.

⇒ **Note:** Once a Parent is defined, additional reports can be linked to it as long as the Parent report is in a pending status (not yet dispatched). Once the report is dispatched, it's too late to link additional reports to it because the field technician is on his way.

If TAFI's analysis generates a Dispatch-In recommendation, this report CAN NOT be designated as a Parent. Why? For two reasons: (1) The concept of MTR is to avoid sending multiple technicians to a customer location. However, only specific sets of technicians work on central office (Dispatched-In) reports. (2) Central office technicians are dispatched via WFA (an alternate OSS) and not LMOS. When LMOS sees a Pending Dispatch-In (PDI) status, a mechanized process automatically creates a PDI report in WFA (to route the technician) and the LMOS report is immediately re-statused Dispatched-In.

The Access and Commitment screen has a one-character field called MTR to the bottom of the screen (see Figure 17 – Access and Commitment Window on page 49). This field contains edits that only allow the input of a "P" (for Parent) or a "C" (for Child). No other characters are allowed in this field. If "P" or "C" is populated in this field, TAFI will exclude the report from the auto queue process logic (see Section 8.4).

⇒ **Note:** Without this ability if the user queued the report and it auto processed, the user could no longer make it a Parent or a Child.

If "P" or "C" is populated on the F9 screen, TAFI will pass this information to the final screen to prevent the user from having to or forgetting to repopulate this data.

The – Initial Trouble Report Screen (see page 100) has two MTR related fields:

The first field is entitled **MTR** which can hold 1 character.

The second field is entitled **LINK** which can hold up to 18 characters.

TAFI will check to see if the MTR field is populated.

If populated TAFI will check the listed name field to see if the account is not found, unassigned or disconnected in LMOS. If the account is not found, unassigned, or disconnected in LMOS and the MTR field is populated, TAFI will give the user the message:

"Cannot enter LINK when account is disconnected, unassigned, or not found".

Next TAFI will then check to see if the telephone number is already linked. If it is already linked, TAFI will display *"TN already Linked".*

The user can then view the LINK data via F11 as shown in Figure 38 – Additional Data – View Links on page 120. The user will have the ability to retry the transaction with a different telephone number if needed.

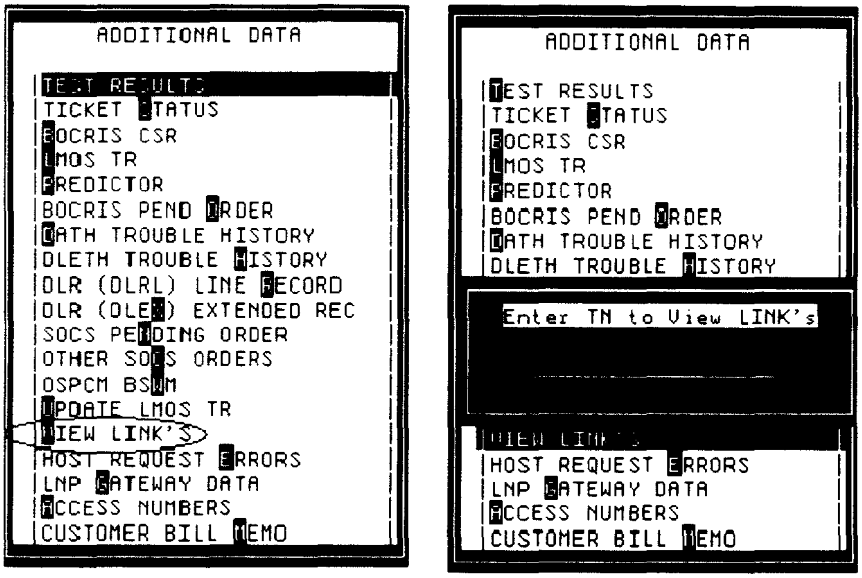

Figure 38 – Additional Data – View Links

Rules:

TAFI performs several checks to see if the report is a sub, closed or if some type of office/cable failure exists.

TAFI will not allow linking of sub reports and will display *"LINKs not allowed on subs"*, in a message box and put the cursor in the MTR field.

TAFI will not allow linking of closed reports and will display *"LINKs not allowed on close troubles"* in a message box and put the cursor in the MTR field.

TAFI will not allow linking of CABFAILs or OEFFAILs and will display *"A known failure exists. Not eligible for MTR process"*, in a message box and put the cursor in the MTR field.

TAFI will not allow linking trouble reports with a handle code of FECO. If FECO is found TAFI will display the message: *"Handle Code for this report does not allow a LINK"*.

If the MTR field is a "C", TAFI will check the LINK field to see if it is populated.
If not populated, TAFI will display the message *"LINK data must be entered when MTR is a Child"*.

If the LINK field is populated, TAFI will check to see if the value entered is at least 10 characters. If the value is not at least 10 characters, TAFI will display the message *"LINK field must contain at least 10 characters"*.

If the LINK field is populated and is at least 10 characters, TAFI will compare it with the reported number. If the LINK number is the same as the reported telephone number, TAFI will display the message: *"Link field cannot be the same as the reporting TN when creating a Child Link".*

If the MTR field is a P TAFI will check the LINK field to see if it is populated. If the field is *not* populated the reported TN will be sent as the LINK number when the report is transmitted.

If the LINK field is populated, TAFI will check to see if it matches the reported TN. If it does not match the reported TN, TAFI will give the user the error message *"LINK number must match reported TN when creating a Parent Link".*

Recap:

- If the TAFI user has multiple troubles for a common location they must LINK the trouble reports via TAFI.

- The TAFI user will enter the telephone numbers one at a time choosing each applicable flow. It is not necessary for the TAFI user to wait for test results on each number. The reports may be queued but it is imperative that the TAFI user place a P or a C in the MTR field on the F9 access and commitments window. This will stop auto-processing for these numbers. (The P and C is the indicator of which number will be the Parent or the Child)

- Once MLT testing is complete the TAFI user will pull the Parent report out of queue and if it meets the requirements necessary for creating a Parent they may send the report to LMOS by hitting enter on the final TAFI screen.

- If the chosen number is found to **not** be a candidate for becoming a Parent, the user may take one of the other queued reports and change the MTR field from a C to a P and thus making it the Parent.

- When creating a Child the TAFI user will verify that the MTR field is populated with a C and the LINK field must contain the Parent number they are linking to.

- If the user attempts to link a Child trouble report to a Parent report that is in the Dispatched status, the user will receive the following error message:

  "LMOS Update Error for XXXXXXXXXX"

  Should this occur, and the TAFI recommendation is <u>not</u> DISP IN, change the MTR status to either P (for a new Parent if the customer has additional reports) or Blank (if this is the last report from this customer) and re-send the report. If the TAFI recommendation is DISP IN, change the MTR status to blank and re-send it.

6.9 PRIORITY INDICATOR (PRI)

This is a pre-populated LMOS flag, maintained by the WMC, to identify a unique set of customers that are considered Priority Customers. Customers with special needs for service, and these needs have been communicated, are identified as PRI customers. Some examples would include government officials, police and firemen, etc.

The PRI indicator is automatically displayed in the Handle code field when a new trouble report is being entered for a priority customer account in the Western states. It is only displayed on the Trouble Report screen when the line has a PRIORITY setting.

The system will also automatically select the four-hour commitment for PRI accounts. This commitment is based upon the internal TAFI clock.

The system selects the four hour commitment based upon its internal clock. The production CLEC TAFI clock is Eastern Time. If you take a PRI report for a customer in the Central Time zone, you must correct the pre-populated commitment time.

When you see a priority indicator, use some special, sensitive customer handling procedures.

- Be sure to express verbal interest, helpfulness and offer an apology regarding the customers problem.
- Be extremely polite and courteous throughout the entire contact.
- Enter in the Narrative field any important comments made by the customer.
- Initially offer the established commitments shown on the Trouble Report (AS, OS) as appropriate.

When dealing with Priority customers pay extra attention to details.

If the customer shows ANY dissatisfaction about the stated commitment, offer the PRI commitment and reference PRI in the narrative. The **PRI commitment is 4 business hours** from the time you take the report.

⇒ **Note:** For Residence customers, the standard business day is 8:00 AM to 6:00 PM.

For example, if a PRI customer reports a trouble at 1:00 PM, the PRI commitment will be 5 PM that afternoon. If the PRI customer reports the problem at 3 PM, the commitment will be 12 noon the next day. (Since we can not satisfy the interval by 6 PM (3 PM to 6 PM is only 3 hours), we begin counting 4 hours at 8 AM the next day.)

6.10 DETERMINING ACCESS

The majority of trouble reports are resolved without entering the customer's home. However, sometimes the customer will provide a clear indication that the problem is definitely inside the home (i.e., the customer reports a defective jack or broken inside wiring). Another indicator for you is processing a subsequent report where the pending report is in the No Access status. This tells you that the technician has isolated the problem to the home but could not gain access to repair it.

TAFI now determines if there is a high probability that access is required. If the MLT results generate one of the following handle codes: PD4, PHYSICAL, PD4TRAN or ROH, TAFI will require that the Access A and B fields are populated before the report can be sent to LMOS. You will have to find out from the customer if someone will be available to the technician during the given commitment hours.

Access is something that you will always have to determine and most times negotiate with the customer. You will be surprised to learn how often the customer will want the troubled cleared by 5 p.m., but won't be home for the tester to call or to let the technician into the premises.

Basically, you're trying to find out:

- What time can the technician get into the business?
- Whom should the technician contact?
- At what number can the MA or Technician contact the customer?

You can't give a firm commitment until you make sure access to the customer's location is possible.

MAKE SURE THAT YOU ALWAYS CONFIRM ACCESS. CONFIRMING ACCESS IS VERY SIMPLE, BUT ALSO VERY IMPORTANT.

6.10.1 ACCESS HOURS

Access arrangements for business customers must match the commitment date you provide. If the customer limits the number of hours available for access on the commitment date, these hours must be indicated in the Access After and Before fields on the screen.

The Access After field must contain a time entry that is earlier than the time entered in the Before field. If this requirement is not met, the system will reject the input and display a message on how to correctly make the entry.

There are three situations which determine how you populate the Access After and Before input fields.

1. Access After and Before can be used together such as access available after 0800A and before 0500P.

   Access After 0800A   Before 0500P

2. Access After and Before can be used one at a time such as access available before 0500P leaving A blank.

   Access After: Before 0500P

3. Access After and Before can be left blank if the customer accepts the out-of- service or affecting service commitment and there are no access restrictions,

   Access After: Before:

⇒ **Note:** Remember that if TAFI determines that there is a high probability that access to the property is required, you must fill in both the A and B fields. If the customer indicates that they will be home all day, enter A=0800A and **B=the commitment time**.

⇒ **Note:** Remember that you should always get an Access telephone number - even if the customer indicates that they will be home all day. In this case you might say "*... just in case you step out for a few minutes, is there another telephone number our technician can call to obtain access to your home? A neighbor or relative?*"

For CLEC trouble reports, the BellSouth technician will be calling you to obtain access to your customer's location. Therefore, you should note the access number your customer gives you in <u>your records</u> in the event that the technician calls you.

6.11 REPEAT REPORTS

You will receive calls from customers who will say, *"I called and reported this trouble two weeks ago. The trouble was cleared, but now it's happening again"*, or *"I've told you this several times, but my phones goes out every time it rains. Can't you people fix it?"*. These calls generate repeat reports if they have been reported before within the last thirty (30) days.

⇒ **Note:** Any report taken on a customer's line within 30 days of a previous report is considered a Repeat Report - even if the current trouble is not related to the previous trouble.

As with all trouble reports, you will begin the reporting process with the Main Menu. A repeat report is *identical* to an initial report except we know that this customer has experienced a problem in the past 30 days.

The **Trouble History Indication** is populated by the system with data from the customer's LMOS record. For example, as explained in Section 5.4.1, the Trouble History section will say *"REPEAT Report"* followed by say *"3 reports in 18 days"*.

6.12 FRONT END CLOSE OUT (FECO)

Being able to diagnose and resolve a customer's trouble condition while they are on the initial contact often times exceeds the customer's expectations and thereby insures their satisfaction.

6.12.1 WHAT IS A FECO?

During the resolution process several possible scenarios require the customer's participation to affect a prompt fix to their problem. For example, the MLT test results may indicate that there might be a receiver off hook (ROH). This ROH test result is an indication that there may be some difficulty with the customer's hardware that's causing an off-hook condition (either a true ROH or some fault inside the set that's causing the line to be seized). Given that the customer is not at home when reporting the problem, we would suggest that the customer check their equipment when they get home.

Why would the customer agree to do this? Because it will most likely repair the problem quicker than if we sent a technician to find a phone off-hook. Also, with a proper explanation of how to repair the problem, most customers are willing to take a few minutes to fix the problem.

When we provide the customer with a recommendation on how to repair their problem (or maybe the problem is now testing OK and we ask the customer to verify that the original problem is now fixed), we anticipate that when the customer follows the instructions, the problem will be fixed. These reports are considered to be Front End Close Outs because we will close the report if the customer **does not call back** indicating that the problem still exists.

All FECO reports are sent to LMOS and placed in the LMOS FECO hold queue. If the customer calls back indicating that the problem still exists, we generate a subsequent report on the one that's already in the LMOS queue. If the customer does not call back within 18 hours, we assume that the problem is fixed and LMOS automatically closes the report with the correct Cause and Disposition codes and proper narrative.

There are other situations where you will actually fix the problem and the customer can verify the fix while on the contact. For example, you provided instructions on how to use a feature. This fixed the customer's problem because he can now use the feature. You will actually CLOSE these reports at the conclusion of your customer contact.

See the difference?

A report that is closed on the initial contact (because the customer confirms that the problem is now resolved) is referred to as just a Close Out.

When the customer agrees to participate in the repair process and will follow the recommendations, we call that a FECO (because we don't know for sure that the problem is fixed unless the customer calls back).

The system makes recommendations based upon the information it receives (e.g., trouble description code, all phones, MLT test results, etc.). In certain cases, TAFI prompts you for additional information in order to make a proper recommendation. Remember that TAFI only recommends a course of action and you have total control of the trouble report process.

6.12.2 TAFI RECOMMENDED FECO

Built into the TAFI system are many criteria that allow the system to analyze each Initial Trouble Report. If the trouble meets all the criteria, the system prompts your interaction with the customer to close the trouble and solicit the customer's agreement. If the customer agrees, the system will perform the close out automatically.

When TAFI recommends that a report be closed, and the customer accepts the recommendation, you answer TAFI's prompt *"Does customer agree to close out? Y/N"* with a Y (for yes) and TAFI displays the Trouble Report screen. After making sure that all required fields are properly completed, press the Enter key and the system:

- Send the report to LMOS (just as it would if you did not close the report),
- The report has the Handle code FECOCPE (for suspected equipment problems) or FECOTOK (for Test OK MLT results)
- LMOS places the report in the FECO Hold File. The correct close out narrative is determined by the CPE or TOK indicator in the Handle code. The LMOS FECO hold file also captures who said that it's OK to close the report (remember the OK/ field?).
- If the customer does not call back within 18 hours, LMOS automatically closes these FECO reports with the appropriate close-out information.
- TAFI returns to the Initial Trouble Entry window.

Depending upon your company's methods and procedures, you may not enter every one of your customer's trouble reports via TAFI.

For example, you may provide instructions on how to use a feature independently of TAFI and therefore never enter the report to be excluded and closed. On the other hand, if your company uses TAFI to process every customer call (as BST does), then the FECO process has significance.

Check with your SME on the procedures to follow for your company.

6.12.3 REMEMBER

In all cases, the customer must agree with your recommendation before you can FECO a report.

⇒ **Note:** You must enter the name of the person who accepted your FECO recommendation in the OK/ field on the Trouble Report screen, (i.e., OK/ MS JONES), before closing out the report.

⇒ **Note:** The narrative line must be populated with an appropriate description of why the report is being closed (i.e., *"cust will chk sets"*)

7 SAMPLE TROUBLES

7.1 MEMORY SERVICES EXAMPLE

(1) Your customer reports a problem with his Call Waiting service and you select Memory Services from the Main Menu.

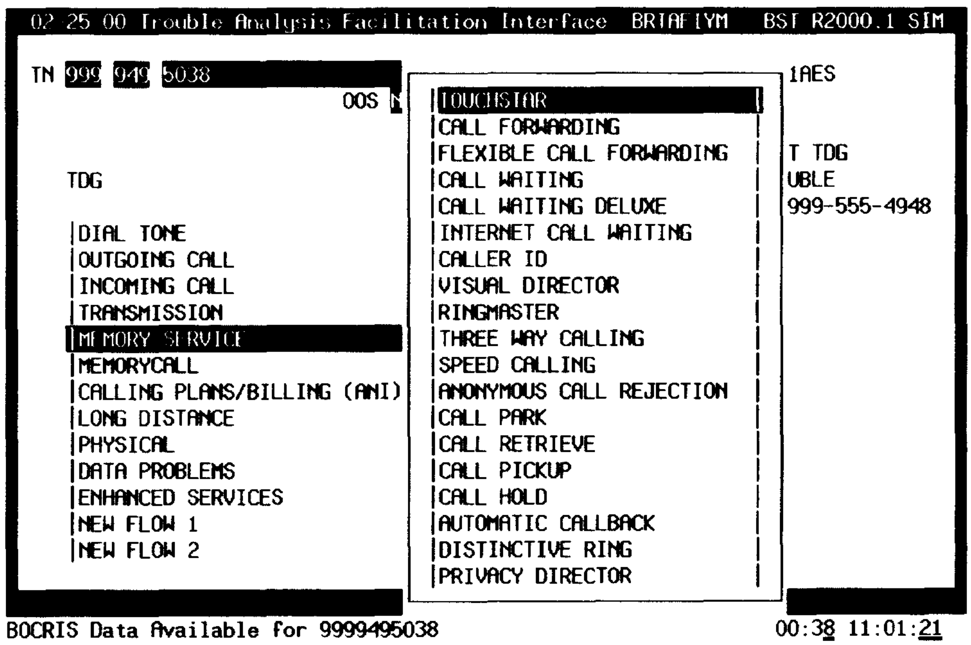

Figure 39 – Memory Service Problem (MSP) - 1

From the sub-menu, select Call Waiting

⇒ **Note:** Remember that you can use the hot key method of selecting sub-menu items as well.

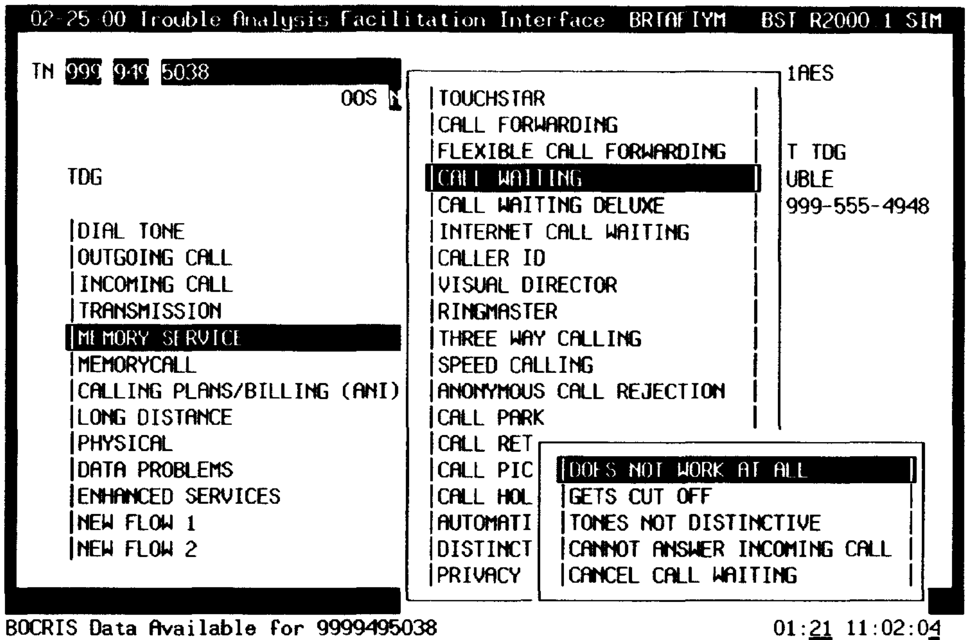

Figure 40 – MSP - 2

Notice that as soon as you selected Call Waiting -> Does not work at all on the second sub-menu, TAFI went to the customer's CSR and verified that the customer is in fact paying for the feature. You can verify this by looking at the trouble status summary (in the base window area).

Take a minute and look at this trouble summary information. So far on this report, you told TAFI that the customer's Call Waiting doesn't work at all and then TAFI verified that: (1) there are no pending service orders for this line (i.e., just in case the feature (CW) was due to be added to the line and perhaps the order has not completed yet) and (2) the customer was paying for Call Waiting. At that point in time, TAFI initiated a CO translation verification via Predictor to confirm that Call Waiting was programmed on this customer's line.

⇒ **Note:** Look at the status line and notice that TAFI is telling you what it's doing. Also, just under the customer's Name and Address fields, TAFI tells you that it's *"Waiting for Predictor"*. (Other status messages may overwrite the one captured on this screen but you'll know that TAFI is waiting for a predictor verification by seeing this message.)

Remember that TAFI will make a recommendation based upon the information you provide and the data that TAFI collects from downstream systems. If, for one reason or another, TAFI does not get good data from a downstream system, TAFI will try again (i.e., in the case of a MLT test and Predictor verifications, TAFI will re-try one time to get a good results.)

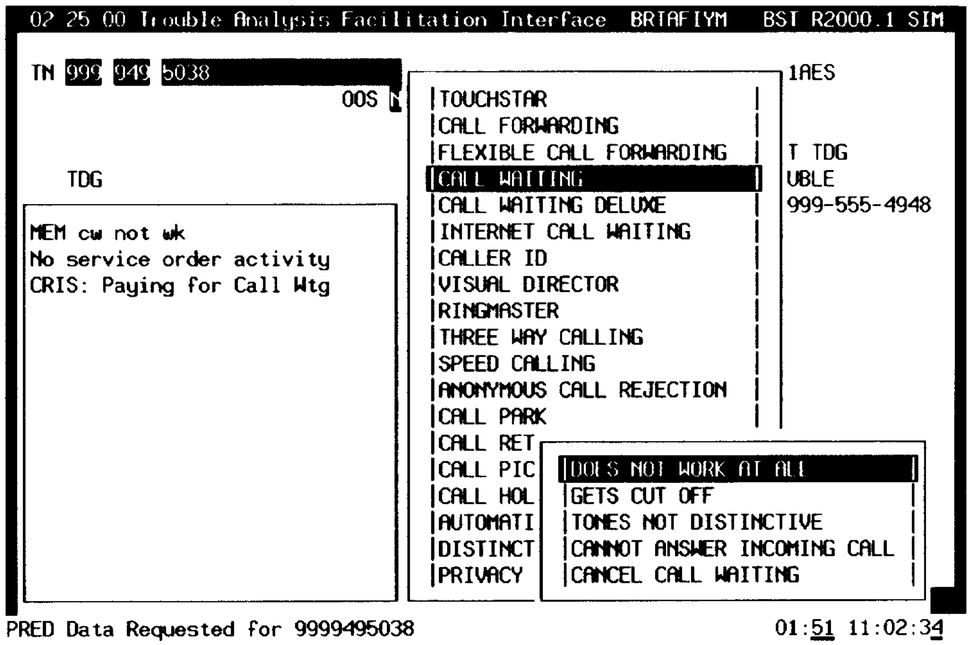

Figure 41 – MSP -3

If TAFI does not get a valid response from a downstream system, the recommendation will route the report to the MA screening pool (often referred to as the Technical Support group) for manual intervention. The report is routed by the Handle code TECH or MEMSERV, depending upon which system failed to provide adequate data.

In addition to resolving the customer's problem, or routing the report to the correct location, the MA will identify and correct the cause of the problem which prevented TAFI from obtaining the information.

In our example problem, TAFI could not verify the translations via Predictor. Therefore, TAFI did not have enough data to make the correct diagnosis and the report was routed to the MA screening pool via the MEMSERV handle code:

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

       TN 999 949 5038                  REPEAT N   EC 999  UNIT 47147200
                                                      LOC TDG
     NAME DUNCAN, JACK M          SUB N      SO N
  ADDRESS 867 RENEE DR , HAUGH

   REACH# _________       ACCESS# _________       CALLED# ________________
  REMARKS ____________        OK/ __________        REP BY _____________
TRBL DESC MEM  xxxx ___ ___                          NOTE _________
NARRATIVE  cw not wk-CRIS:Feature=Y-MEMSERV-PREDICTOR Verif
          y Unsuccessful-
     MTR: _ LINK: ____________________________
 NEW COMM 02-26-00 0600P  ACCESS:  A _____  B _____       OS 07-29-95 0600P
   CUS DT _____________   CAT CD  IRATE N  CC N           AS 07-29-95 0600P
 DT RECVD _____________   SUB: CLSALT _  NI N             BC _____________

 TEST RES ___________________________ HANDLE MEMSERV  MISC H11L ________
RECOMMEND MEMSERV-PREDICTOR Verify Unsuccessful ____________________
                                                          BRTAFIYM
SMECS ERROR: PRED Data Failed for 9999495038              03:24 11:04:07
```

Figure 42 – MSP - 4

7.2 MEMORYCALL EXAMPLE

Let's walk through another example problem and see how TAFI leads the user to the correct solution.

Let's assume your customer tells you that he has a problem with his call answering feature and he can't delete his messages. You recognize that he's reporting a problem with his MemoryCall service and you make the appropriate Main Menu selection:

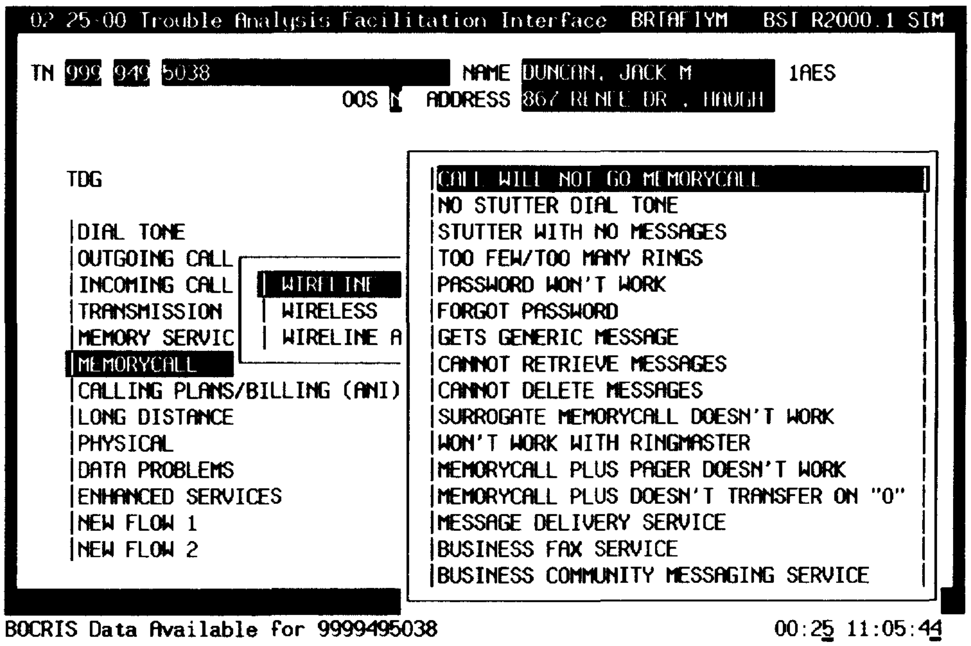

Figure 43 – MemoryCall Example (MC) – 1

After you select the **Cannot Delete Messages** option on the Sub-Menu, TAFI will prompt you to answer *"Does MemoryCall accept password?"*

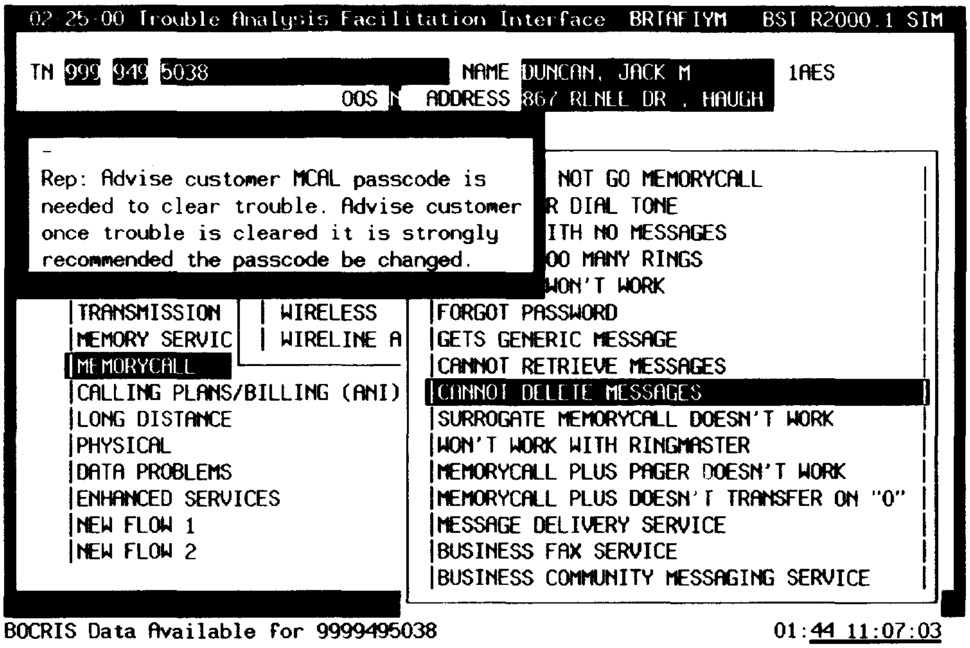

Figure 44 – MC – 2

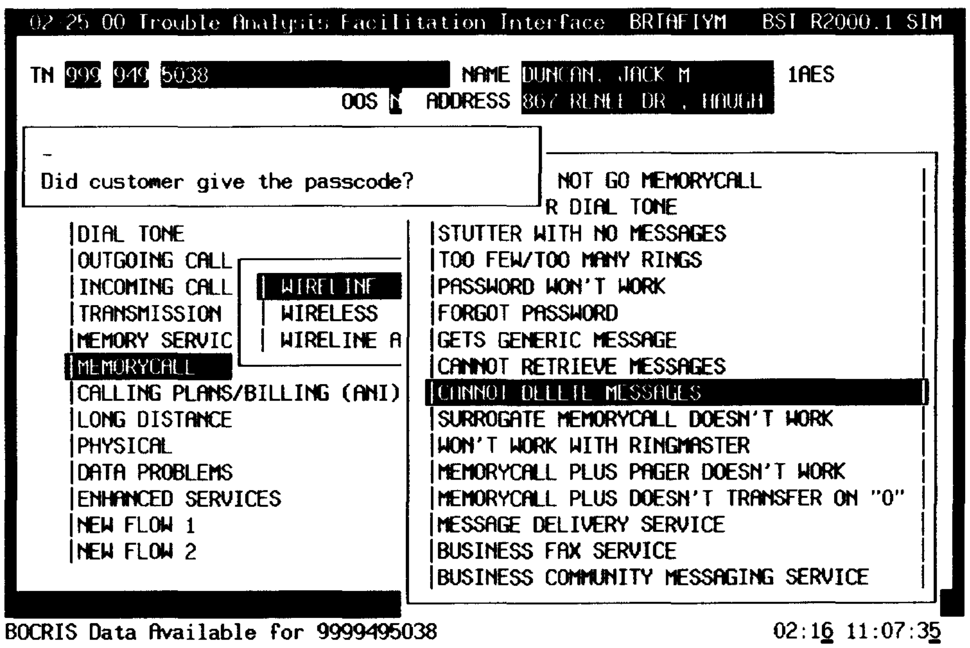

Figure 45 – MC – 3

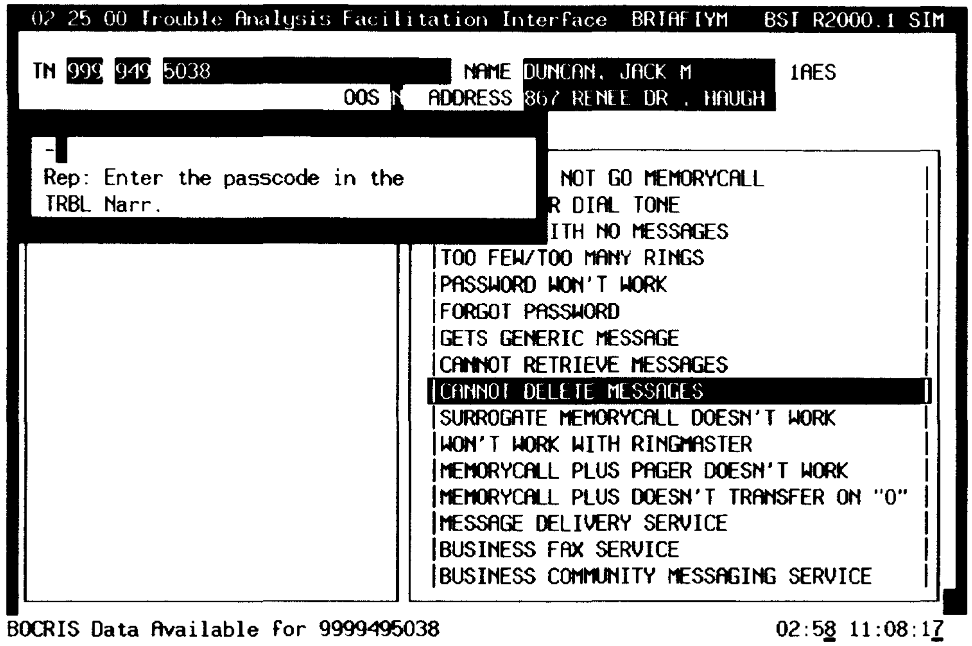

Figure 46 – MC -4

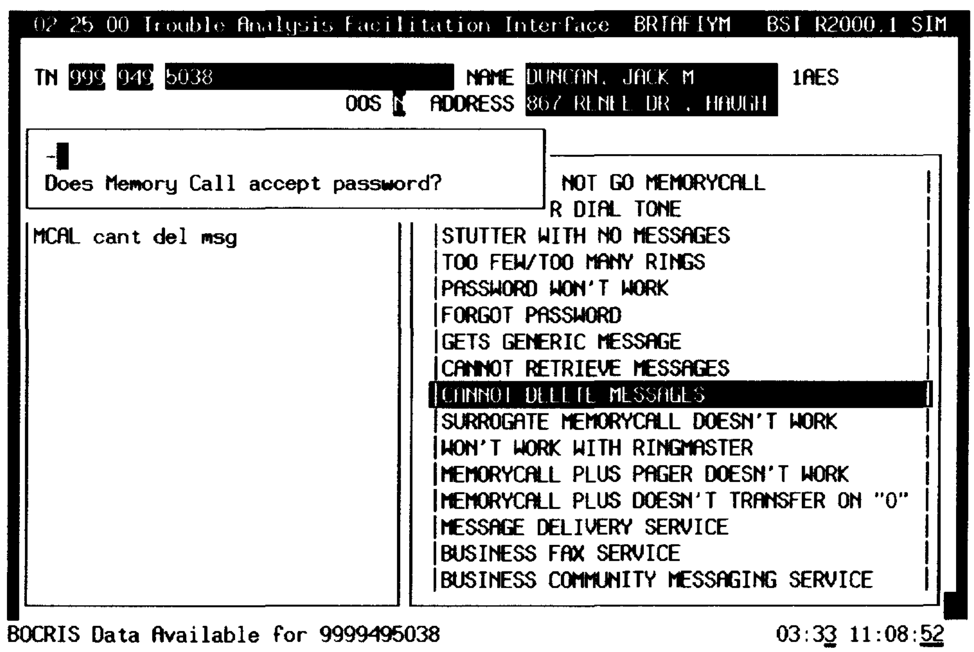

Figure 47 – MC - 5

Think about this question and compare it with what the customer may have told you so far. If the customer tells you that he can access his system and hear the message, then you know that the

MemoryCall system accepted the password (passcode) that he entered. Do you have to ask the customer this question? ... NO, not if you KNOW the answer. On the other hand, if the customer said " ... *I cannot access my system to delete an old message*", then you don't know if his password worked or not. What do you do in this situation? ... You ask the customer!

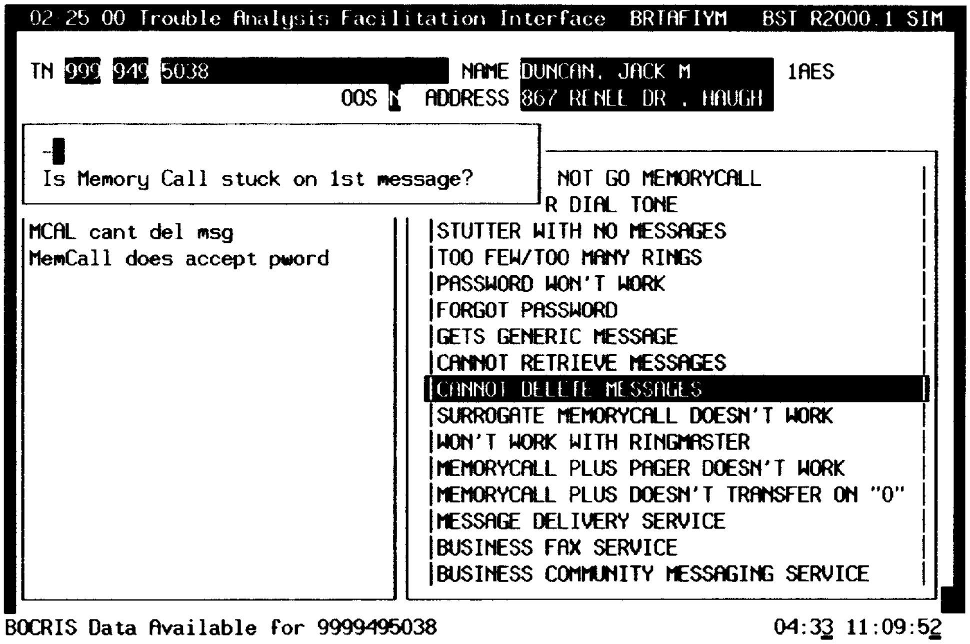

Figure 48 – MC – 6

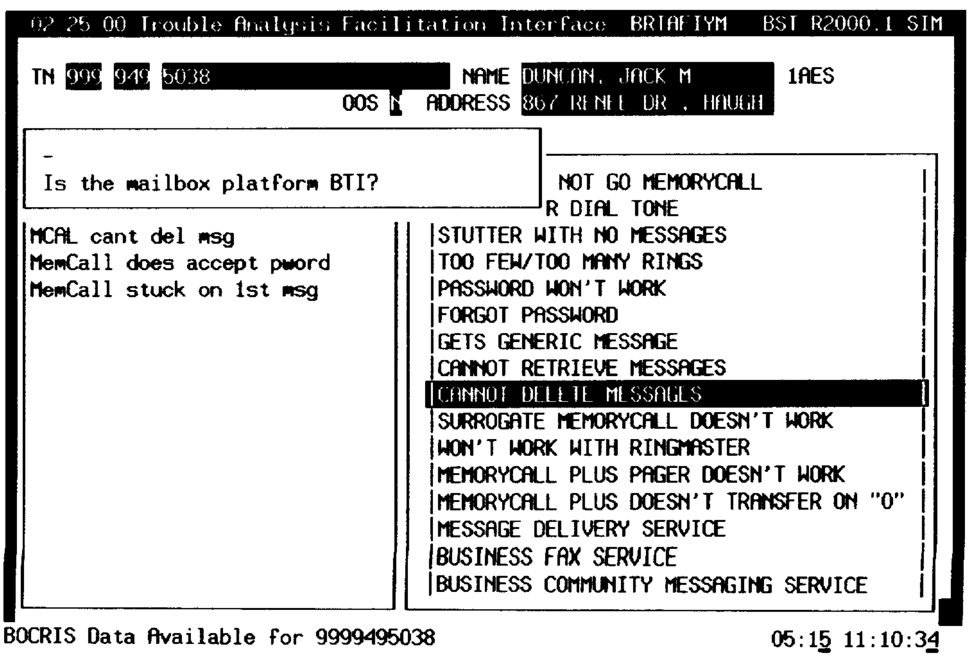

Figure 49 – MC – 7

In this case, your customer cannot get past the first message. He has tried to delete it but it's still there. So how do you answer TAFI's question? Entering Y causes TAFI to ask you which MemoryCall system does the customer have (BTI or Octel)? How do you know? Remember that in the customer information area, TAFI displays the MemoryCall access telephone number beginning with either a B for BTI or a O for Octel. In this case, the customer is served by a BTI system so you answer TAFI's question with a Y. This causes TAFI to provide the correct fix for this trouble:

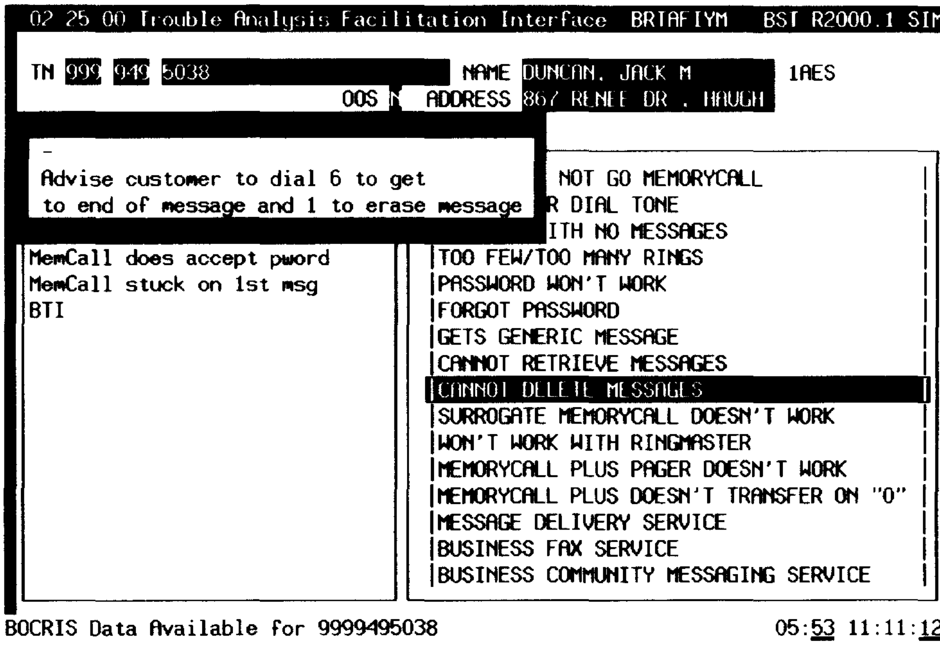

Figure 50 – MC - 8

The MemoryCall system is just a computer and, like any other computer, it has a specific program to follow. In order to delete a message stored in the MemoryCall computer, you must be at the end of the message before you enter the delete code. The system will prompt you once you get to the end of the message as to what your options are. i.e., *"...end of message. To erase this message press 7, to save it press 9".*

If someone leaves you a message and then stops talking for a period of time before hanging up, the MemoryCall system will continue recording the dead time. In our customer's case, he heard the message OK and then he was listening to the dead time (before the caller hung up). Thinking that he was at the end of the message, he pressed 1 and then hung up. The stutter dial tone remained on his line because the message wasn't deleted and the system still considers it to be an unread message. He probably repeated his steps and then called in the trouble report.

MemoryCall has the ability to skip to the end of a message by entering the code 5 while listening to a message. You provide this training to your customer and explain *"I'm sure that if you access your mailbox and depress 5 after the message starts, the system will jump to the end of the message.*

You will then be able to delete it by dialing 1. Would you like to try it before we take any further action?"

You clear this TAFI Message Window (remember how?) and then the system responds with:

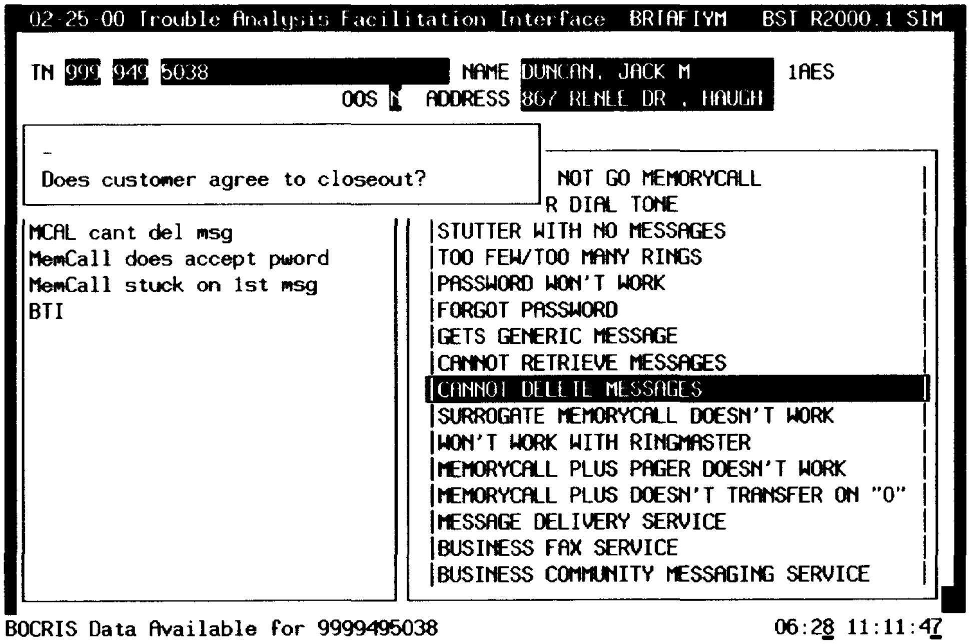

Figure 51 – MC - 9

Your customer agreed to try your advice so you enter Y to the query above. TAFI then presents you with the Close Trouble Report screen for you to complete. Since you are closing this report (and not doing a FECO), all you have to enter is the name of the person who told you it is OK to close the report ... and, in this case, it's the same person who reported the problem.

```
INITIAL TROUBLE REPORT - CLOSE
         TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200
                                                          LOC IDG
       NAME DUNCAN, JACK M          SUB N     SO N
    ADDRESS 867 RENEE DR , HAUGH

     REACH#             ACCESS#               CALLED#
    REMARKS                 OK/ ▮               REP BY
  TRBL DESC MCAL xxxx                           NOTE
  NARRATIVE -cant del msg-

       MTR: _ LINK:
   NEW COMM 03-01-00 1100A  ACCESS: A ____ B ____      OS 07-29-95 0600P
     CUS DT                 CAT CD  IRATE N  CC N      AS 07-29-95 0600P
   DT RECVD                 SUB: CLSALT _  NI N        BC

   TEST RES                               HANDLE        MISC C3
  RECOMMEND CX CCS Instructions
                                                            BRIAF IYM
Field must be input                                     01:34 11:35:50
```

Figure 52 – MC - 10

⇒ **Note:** In the screen above, the user attempted to send the report without entering the OK/ field. TAFI caught the error (see the status line message) and placed the cursor in the field that needs information.

```
INITIAL TROUBLE REPORT - CLOSE
         TN 999 949 5038                    REPEAT N   EC 999  UNIT 47147200
                                                          LOC IDG
       NAME DUNCAN, JACK M          SUB N     SO N
    ADDRESS 867 RENEE DR , HAUGH

     REACH# 8005551234      ACCESS#               CALLED#
    REMARKS CLEC#1234567890     OK/ Mr Duncan       REP BY Gene
  TRBL DESC MCAL xxxx                           NOTE
  NARRATIVE -cant del msg- / Resolved with Cust

       MTR: _ LINK:
   NEW COMM 03-01-00 1100A  ACCESS: A ____ B ____      OS 07-29-95 0600P
     CUS DT                 CAT CD  IRATE N  CC N      AS 07-29-95 0600P
   DT RECVD                 SUB: CLSALT _  NI N        BC

   TEST RES                               HANDLE        MISC C3.0
  RECOMMEND CX CCS Instructions
                                                            BRIAF IYM
                                                        03:50 11:38:06
```

Figure 53 – MC – 11